

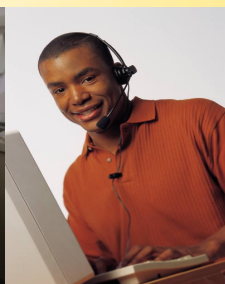
Lower Shore Workforce Alliance

Program Year 2008 Annual Report

July 1, 2008 - June 30, 2009



COMMITTED TO BUILDING AND SUSTAINING A SUCCESSFUL WORKFORCE FOR THE LOWER EASTERN SHORE OF MARYLAND



Workforce Investment Board

Derek C. Bland, Out-going Chair	CMG Studio, Inc.
Zoraida Maldonado-Williams, In-coming Chair	Trinity Sterile
Glenn Ains	Long & Foster Real Estate
Nola Arnold	Wor-Wic Community College
Peggy Bradford	MAC, Inc.
Margaret Dennis	Dennis Thrift Shop
Ted Doukas	New Again Remodeling
Greg Eberts	MD Dept. of Labor, Licensing, & Regulation
Paula Erdie	Wicomico County Dept. of Social Services
Harry Gemmell	PNC Bank
Robert McIntyre	Int. Brotherhood of Electrical Workers
Karen Megronigle	am-pm Heating & Air, Inc.
Freddy Mitchell	Shore-Up! Inc.
Diana Nolte	Worcester County Health Department
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Bonita Porter	Nelson Real Estate
Jennifer Shahan	Telamon Corporation
Renee Stephens	MD Dept of Business & Economic Development
Jay Tawes	Tawes Insurance
Daniel Thompson	Somerset County Economic Development Commission
E.C. Townsend	Division of Rehabilitation Services
Donna Weaver	Shore Bank
Douglas Wilson	Peninsula Regional Medical Center



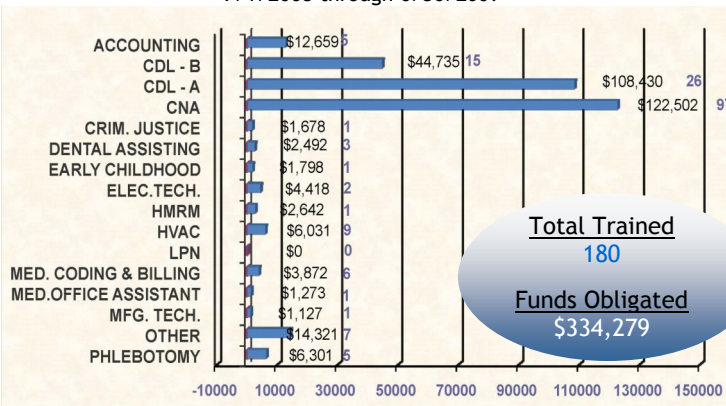
Committed
to
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Workforce

A Word from the Director of Workforce - *Milton Morris*

The average unemployment rate for the Lower Shore during Fiscal Year 09 approached ten percent (9.4%) in all three counties combined. Clearly, an overwhelming need for employment and related services in our region continues unabated. The Lower Shore Workforce Alliance (LSWA) trained 180 customers in trades that offered credentials recognized by the State of Maryland. LSWA expended over 334,000 dollars on adult training alone. Youth programs enjoyed even more success. Thanks to the dedicated efforts of program vendors, 182 youth received services through our on-going WIA program that already includes paid work experience, job readiness training and leadership activities. Working together with vendors and employers we laid the groundwork for a very successful summer youth employment program made possible by funds available through the American Recovery and Reinvestment Act (ARRA). Supporters and partners working together enabled 356 local youth to find summer employment. The community as a whole supported hiring local youth but special recognition is due to the local chamber of commerce, Wor-Wic Community College and over 50 local businesses. Once again Lower Shore public and private institutions proved that a community working together can accomplish great deeds even in an era of weakened economies and distressing job losses.

Our federal partners, the Department of Labor, take an active interest in our progress. We were fortunate to receive significant ARRA funding. The sensible, expeditious and full expenditure of these resources put a premium on efficient and effective communication between the Lower Shore Workforce Investment Board (LSWIB), One-stop partners and local businesses in the tri-county area. While summer youth funding was directed at short term work experience for in-school youth and longer term employment for older out-of-school youth, the next front in our community reemployment effort is aimed towards adults and dislocated workers. Our primary goal is to provide high quality training that will make a difference in our customer's ability to increase income over their lifetime. In order to effectively accomplish this goal, we will carefully examine the organization of the LSWIB and its committee structure, the organization and operation of the One Stop Job Market, and the nature and quality of the interaction of partners to ensure that we have mitigated old barriers and created new avenues to serve the employment needs of Lower Shore residents and the business community.

Workforce Investment Act (WIA) Adult & Dislocated Worker Occupational Skills Training 7/1/2008 through 6/30/2009



Linking Potential with Business

One of the primary responsibilities of LSWA is to oversee a variety of training programs, ensuring that customers are receiving exceptional training in high demand occupational areas. In turn, participants will enter employment with newly developed critical skills. LSWA closely examines variables, including the cost of training programs in relation to the number of persons trained, local labor market demand for training, placement of participants into training related jobs and wages at job



Today's Youth Are Tomorrow's Workforce

The 2008- 2009 Lower Shore Workforce Alliance WIA Youth Program included four vendors, Worcester County School District, Parkside CTE/Wicomico County Schools, Somerset County School District and Telamon Corporation. The WIA Youth Program monitoring took place in June, 2009. Monitoring included employer site visits and vendor site visits. At the vendor sites, participant files were randomly chosen and reviewed to insure compliance with WIA regulations. All vendors' files were in compliance. The WIA Youth Program provided services for 182 participants both in school and out of school. This number includes youth who are in the twelve month follow-up phase of the program.

A Youth Symposium event was added to the youth program this year. The symposium was created to enhance work readiness training for the upcoming summer work experience. Wor-Wic Community College hosted the event. Youth from Somerset, Wicomico and Worcester attended. Dr. Hoy, President of Wor-Wic Community College, opened the symposium by addressing the youth followed by Derek Bland, Chair person for the WIB, as the keynote speaker for the event. Each youth was given a tour of the college and received financial aid information. They chose two work readiness workshops that included banking, credit, workplace etiquette and the dos and don'ts of interviewing. Donna Weaver from Shore Bank, Dawn Rayne from PNC Bank, Shawn Murphy & Tracy Lynch from Royal Plus and Joe Giordano from the Salisbury Chamber of Commerce were presenters for the workshops. Lunch was served in the cafeteria. The event was attended by over 85 youth and was a very successful day for all.

FOCUS - (Fostering Our Children Until Success) is a brand new program that is grant funded and was started in February of 2009 and will continue thru June of 2010. The target population is youth ages 16 thru 21 who are preparing to age-out of the foster care system. These youth are referred to the program by the Department of Social Services in tri-county area. The FOCUS program provides the youth with a basic computer skills course with instructors from Wor- Wic Community College, workshops in soft skills to prepare them for future employment and a 12 week internship with a pre-screened employer. It is anticipated that 50 youth will be enrolled in the program and benefit from the course work it provides.



Summer Youth Employment - Courtesy of A.R.R.A.

Funding received through the American Recovery and Reinvestment Act provided a summer work experience program for 2009. Our WIA vendors and along with two additional vendors, Coastal Stewards and Civic Justice/DNR, made plans to provide employment work experiences for an additional 250 youth. It was suggested by ARRA that there be a focus on "green" jobs. The vendors made plans to target employment activities in parks and at historic sites. It is anticipated that an additional 50 employers provided employment opportunities to the program.



Mobile One-Stop Job Market— Delivering Service Throughout the Lower Shore

The Mobile One-Stop Job Market offers accessible services with new technology to businesses and residents on the Lower Eastern Shore. Businesses may utilize this technology for skill training for current employees or for recruitment. Additionally, during plant closures or lay-offs, businesses may have the unit visit their site to prepare displaced workers for job search.

Job seekers, who may not have access to the One-Stop Job Market are able to board and perform job searches, career assessments, receive resume preparation assistance, and more!

Communities throughout the Lower Shore have embraced this Program, as the unit travels throughout Somerset, Wicomico, and Worcester counties on a recurring schedule.

During Program Year 2008, services were provided to **815 adult job seekers** and **168 youth**.



Visit the Mobile's Online Calendar at
www.calendar.yahoo.com/mobileosjm

Delivering Customer-Centered Services

Nationwide, WIA Services are primarily offered through the One-Stop delivery system. This system is comprised of various entities responsible for administering separate workforce investment, educational and other human resource programs. These entities collaborate to create a seamless system of service delivery that will enhance access to the programs' services and improve long-term employment outcomes for individuals receiving assistance.

The One-Stop Job Market is a 23,000 square foot facility located in Salisbury, MD just off Route 50 and only five miles from Wor-Wic Community College. At the One-Stop, customers receiving workforce services include citizens *and* businesses on the Lower Shore. From delivering career scholarships to citizens in the area to helping local businesses upgrade employee skills with Maryland Business Works, the One-Stop Job Market is the number one resource for workforce development needs.

Business Services Assists Local Employers

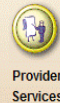
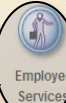
RECRUITMENT SERVICES

The Business Services Unit (or the Employer!) can post job openings on the Maryland Workforce Exchange, a free online database that job seekers utilize during their job search.

The Business Services Unit has a full menu of services to assist local employers reduce costs associated with hiring new employees.

- * Posting Job Listings
- * Job Fairs
- * Prescreened and referred applicants
- * On-site interviewing facilities

Employers can create their own account on Maryland Workforce Exchange
www.mwejobs.com



MARYLAND BUSINESS WORKS—

In response to the needs of businesses that are invested in Maryland, the Maryland Business Works initiative was born. Its purpose is to support existing Maryland businesses in the retention and growth of their workforce through federal grant funds awarded to the state under the Workforce Investment Act. Training projects are employer-based and are primarily focused on small businesses, the healthcare industry, and specific demand industries (requiring a dollar for dollar match) from the employer. There are training requirements in order to qualify, as well as a Grant Awards Process (clearly defined on the website highlighted below). The benefit of this program for Maryland employers is a higher-skilled workforce which offers greater productivity, profitability, and competitiveness; while workers are offered career growth, employment stability, and increased wages through transferable skills or industry-recognized credentialing.

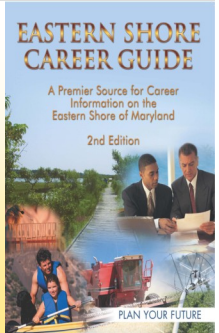
During the last program year, locally, **370 individuals** were trained through **89 projects**. Grant awards totaled **\$39,226** for projects in health care, manufacturing, and small business.

A detailed fact sheet is available online at www.dllr.state.md.us/employment/mbw.htm

Eastern Shore Career Guide

Developed in an effort to provide career information relative to the local area, the Eastern Shore Career Guide has proven to be a useful tool and has generated much interest. The Career Guide contains statistical data relevant to current labor market trends and was updated through a month-long process of data collection and validation, before going to press for a third time.

15,000 copies were printed of the 2nd edition of the Eastern Shore Career Guide and are being disbursed to local schools and libraries. Requests for the Career Guide have been made from as far away as Queen Anne's County, MD. Deliveries have been scheduled throughout the Lower Shore to coordinate with school curriculum. The Career Guide continues to generate positive feedback from educators and other community partners citing the publication as a great source of information for preparing to enter the workforce and local job demand.



LOWER SHORE WORKFORCE ALLIANCE
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THE LOWER SHORE WORKFORCE ALLIANCE IS A DIVISION OF THE TRI-COUNTY COUNCIL FOR THE LOWER EASTERN SHORE OF MARYLAND.

